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1 MAY 1959

MEMORANDUM FOR: Special Assistant,
Office of the Deputy Director (Plans)
SUBJECT : DDP Registry Survey

1. PROBLEM:

Review the operation of the DDP Registry to determine, (a) if changes in the original requirements and objectives have occurred which in turn require changes in the system, and (b) if improvements in the present system are needed.

2. ASSUMPTION:

A single point for controlling and filing correspondence is administratively and operationally more efficient than direct routing to the DDP and officers on his immediate staff, with controls and files maintained by the individual secretaries

3. FACTS BEARING ON THE PROBLEM:

- a. Clearly defined uniform standards are lacking for determining what correspondence should be filed and in which file it should be placed i.e. subject or chrono file. (Tab A)
- b. The Subject File system contains overlapping and unnecessary subject headings and these headings are not arranged in alphabetical sequence which would facilitate filing and reference work. (Tab B)
- c. File maintenance practices do not conform with generally accepted standards. (i.e. the use of folders, fasteners, labels, guides etc.) (Tab E)

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- d. The present correspondence logging and control system is basically sound but needs revising to provide for changes in requirements that have occurred in the years since the system was first developed and installed. Some improvements in the procedures are also feasible. (Tabs C & D)
- e. The lack of uniform standards, guides, and instructions makes the training period for new Registry personnel too long and tends to provoke intra-office misunderstanding.
- f. Registry personnel now consists of three persons; a supervisor who will be detached within the next 60 days and two girls who have been with the Registry less than three months.

4. DISCUSSION:

Both chrono and subject correspondence files are maintained. The chrono file is considered temporary and is destroyed after a limited retention period. The subject file is cut off annually and forwarded to Archives after three years for permanent retention. These are standard disposition instructions for such files but the type of material to be placed in each needs to be redefined, i.e., the chrono file is not complete enough to adequately serve as a quick reference for current material and much material of only temporary value is being put in the subject file. (Tab A)

The subject files are maintained under a subject numeric system but extensive revision is needed to increase its effectiveness, simplify the training of new employees, and permit an understanding of the system by members of the office staff not actually working in the files. The changes and further development of the system that appears to be necessary include: (a) a reduction in the excessive number of subject headings; (b) rearrangement of the headings in a better organized grouping; (c) written definitions of the type of material to be included under each primary heading; and (d) an alphabetical subject index. (Tab B)

Better file maintenance practices in the subject file can reduce the drawer space requirements, facilitate reference and filing work, and reduce the time required to make the annual retirement of the older material. (Tab X)

It is believed that the clerk time required to operate the logging and control system can be materially reduced and its effectiveness increased. This can be accomplished by: (a) eliminating certain control features no longer considered necessary, (b) using a form with preprinted heading which will reduce typing by an estimated 12%, (c) reducing or eliminating the number of attachments placed

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under separate control, and (d) establishing a cut off in the "subject" abstract file which will separate the old items and provide for current filing and reference work to be performed within a file of a more workable size. (Tab C & D)

The supervisor of the Registry states that it takes almost a year of training and experience for new Registry personnel to be fully effective. This is understandable in that there are no written procedures or requirements and many of the decisions are based on what the "front office" wants, as determined by knowledge gained from long experience. If these procedures and requirements can be reduced to writing, the training time can be materially reduced, the whole system will be more effective, and there will be fewer misunderstandings between the Registry personnel and the rest of the office.

The above discussion is based on our observations and on "customer" comments as listed in Tab F.

4. CONCLUSIONS:

- a. The establishment of uniform standards for filing and distribution of correspondence and a revision of the Subject File system will enable the Registry to materially improve the service, eliminate unnecessary work, and expedite the training of new personnel.

5. RECOMMENDATIONS:

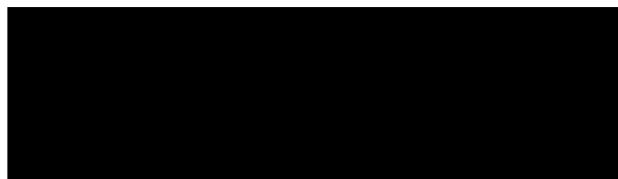
- a. Select and assign to duty at the earliest possible date, a Registry Supervisor who can work with the Management Staff representative in installing and developing the changes recommended.
- b. Revise the requirements for material to be maintained in the chrono and subject files as outlined in Tab A.
- c. Develop and revise the subject file system in accordance with principles outlined in [REDACTED] for Subject Filing. (Tab G)
- d. Adopt the file maintenance practices outlined in Tab E.
- e. Revise the correspondence log and control system to meet current requirements and to eliminate unnecessary work. (Tab C & D)

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- f. Revise the Records Control schedule to conform with the recommended changes for Subject and Chrono file content and to include the alphabetical abstract file.



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Attachments:

- Tab A - Recommended Changes in Filing Requirements
Tab B - Areas For Improvement of the Present Subject File
Tab C - Recommended Change in Log and Control Requirement
Tab D - Recommended Improvements in the Log and Control Procedures and Form
Tab E - Recommended Improvements in File Maintenance
Tab F - Customer Comments on Filing and Logging
Tab G - [Redacted]

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Distribution: 25X1A
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